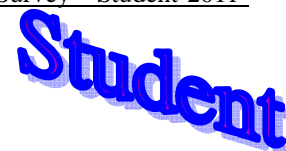


University of Macau

User Satisfaction Survey 2011



This survey aims to assess the degree of our users' satisfaction with the administrative services/facilities being provided by the University as well as to enable the units concerned to plan for continuous service improvement

Instructions:

Questions for rating: Please circle your rating, where:

- ◆ 1 signifies the lowest rating or very dissatisfied;
- ◆ 10 signifies the highest rating or very satisfied;
- ◆ 88 means the question is “**Not applicable**” and 99 means “**No comment**”.

Multiple Choice questions: Please put a “X” inside the circle “○”.

A. General Questions :

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Overall, how satisfied are you with all services provided by various administrative units of UM?	1 2 3 4 5 6 7 8 9 10	88	99
2	Overall, how satisfied are you with all frontline services?	1 2 3 4 5 6 7 8 9 10	88	99
3	Overall, how satisfied are you with the Performance Pledge of UM?	1 2 3 4 5 6 7 8 9 10	88	99
4	What is your overall level of satisfaction with your study life at the university?	1 2 3 4 5 6 7 8 9 10	88	99
5	Please indicate whether our service fall short of, exactly meet, or exceed your expectation: <div style="display: flex; justify-content: space-between; padding: 5px;"> Fall Short of Expectation -3 -2 Exactly Meet Expectation -1 0 +1 +2 Exceed Expectation +3 </div>			
6	How often do you praise/recommend UM’s administrative services to others? <input type="radio"/> 1.Never <input type="radio"/> 2.Seldom <input type="radio"/> 3.Sometimes <input type="radio"/> 4.Always <input type="radio"/> 5.Hard to say			
7	In general, the overall performance of the administrative units of the university is improving. <input type="radio"/> 1.Strongly disagree <input type="radio"/> 2.Disagree <input type="radio"/> 3.Neutral <input type="radio"/> 4.Agree <input type="radio"/> 5.Strongly agree <input type="radio"/> 6.No comment			

B. How satisfied are you with the following Current UM Equipment and Facilities?

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Gym facilities at Sports Complex	1 2 3 4 5 6 7 8 9 10	88	99
2	Classroom facilities	1 2 3 4 5 6 7 8 9 10	88	99
3	Computing facilities in computer rooms	1 2 3 4 5 6 7 8 9 10	88	99
4	Functions provided in Student Information Web Services (SIWeb)	1 2 3 4 5 6 7 8 9 10	88	99
5	Library resources (books, periodicals and e-resources)	1 2 3 4 5 6 7 8 9 10	88	99
6	Facilities in washrooms	1 2 3 4 5 6 7 8 9 10	88	99
7	Signposts on campus	1 2 3 4 5 6 7 8 9 10	88	99
8	Campus greening work	1 2 3 4 5 6 7 8 9 10	88	99
9	Space for study room/study area	1 2 3 4 5 6 7 8 9 10	88	99

10	Student dormitories and facilities (for dormitory students only)	1	2	3	4	5	6	7	8	9	10	88	99
11	Any other equipment / facilities you would suggest the University to add, please state:												

C. How satisfied are you with the following **Current UM Operation Procedures**?

		very dissatisfied ←-----→ very satisfied										Not applicable	No comment
1	Procedure for paying fees & charges (e.g. tuition fee, dormitory charges)	1	2	3	4	5	6	7	8	9	10	88	99
2	Course enrollment (Registry)	1	2	3	4	5	6	7	8	9	10	88	99
3	Course enrollment (Centre for Continuing Education)	1	2	3	4	5	6	7	8	9	10	88	99

D. How satisfied are you with the following **Current UM Environment Condition**?

		very dissatisfied ←-----→ very satisfied										Not applicable	No comment
1	Hygiene in classrooms/lecture theatres	1	2	3	4	5	6	7	8	9	10	88	99
2	Hygiene in washrooms	1	2	3	4	5	6	7	8	9	10	88	99
3	Hygiene of resting areas on campus	1	2	3	4	5	6	7	8	9	10	88	99
4	Space in the Library	1	2	3	4	5	6	7	8	9	10	88	99

E. How satisfied are you with the following **Service Quality**?

		very dissatisfied ←-----→ very satisfied										Not applicable	No comment
1	Sufficiency of current payment channels (e.g. tuition fee and miscellaneous fee)	1	2	3	4	5	6	7	8	9	10	88	99
2	Communication with Library readers (eg. via Library News, website, other channels, etc.)	1	2	3	4	5	6	7	8	9	10	88	99
3	Supporting service in computer rooms	1	2	3	4	5	6	7	8	9	10	88	99
4	Campus health care service	1	2	3	4	5	6	7	8	9	10	88	99
5	Career guidance service	1	2	3	4	5	6	7	8	9	10	88	99
6	Student counseling service	1	2	3	4	5	6	7	8	9	10	88	99
7	Politeness and friendliness of the Library staff	1	2	3	4	5	6	7	8	9	10	88	99
8	Suitability of class scheduling	1	2	3	4	5	6	7	8	9	10	88	99
9	Sport activities	1	2	3	4	5	6	7	8	9	10	88	99
10	Services of University of Macau Students' Union	1	2	3	4	5	6	7	8	9	10	88	99
11	Services of University of Macau Postgraduate Association	1	2	3	4	5	6	7	8	9	10	88	99
12	Services in canteen	1	2	3	4	5	6	7	8	9	10	88	99
13	Student dormitory management (for dormitory students only)	1	2	3	4	5	6	7	8	9	10	88	99

F. Overall, how satisfied are you with the overall performance of the following **Administrative Units**?

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Registry	1 2 3 4 5 6 7 8 9 10	88	99
2	Student Affairs Section	1 2 3 4 5 6 7 8 9 10	88	99
3	Finance Office (including Accounts Section, Treasury Section and Procurement Section)	1 2 3 4 5 6 7 8 9 10	88	99
4	Information and Communication Technology Office (including Technical and User Support Section & Information Management Section)	1 2 3 4 5 6 7 8 9 10	88	99
5	Campus Management Office (including Facilities and Engineering Section and Campus Services Section)	1 2 3 4 5 6 7 8 9 10	88	99
6	University Library	1 2 3 4 5 6 7 8 9 10	88	99
7	The general office/department office of your faculty/centre	1 2 3 4 5 6 7 8 9 10	88	99
8	University of Macau Students' Union	1 2 3 4 5 6 7 8 9 10	88	99

G. Please give your opinion to the following questions:

1. Please select the service item(s) you always use. (You may select more than one answer)

- Applying testimonials/transcripts Computer room Cleaning Laundry
Student counseling Maintenance Student dormitory Canteen service
E-purse value adding Career guidance Campus Health Care Service Security consultation
Library services Event/Seminar organizing and supporting service
Payment procedures Sports complex venue rental
Others, please state: _____

2. In your opinion, which service item(s) need(s) to be improved? (You may select more than one answer)

- Applying testimonials/transcripts Computer room Cleaning Laundry
Student counseling Maintenance Student dormitory Canteen service
E-purse value adding Career guidance Campus Health Care Service Security consultation
Library services Event/Seminar organizing and supporting service
Payment procedures Sports complex venue rental
Others, please state: _____

3. Have you experienced a problem with the services including equipment/facilities/operation procedures/environment condition/frontline services in the past year?

1. Yes, please state _____
2. No

4. In terms of services provided by administrative units and general offices of faculties, what Performance Pledge service(s) would you suggest to include?

